CALL CENTRE ANALYSIS

Total Calls 5000

Answered Calls 81.08%

Rejected Calls

18.92%

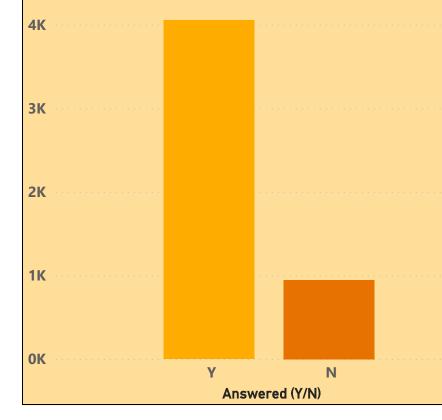
72.92%

Resolved Calls

Not Resolved Calls 27.08%

Answered and Rejected Calls





Agent who answered maximum calls

Jim

Agent who got highest satisfaction rate

Becky

Calls by Topic

Topic _	Total Calls
Admin Support	976
Contract related	976
Payment related	1007
Streaming	1022
Technical Support	1019
Total	5000

Month



